

Fault Report

Customer Name Shona Brown	Date; 22/1/25
Customer Reference: 23791	Fitter Michael.
Salesperson: Scot	Salesperson called: Yes/No --
Fault Description: See email & pics.	
Action to correct: Complete recorded blind	
Problem fixed on site: <input checked="" type="radio"/> Yes / <input type="radio"/> No	
Further action required: No.	

Repair ~~17th~~ Wed 23/1.

Enquiries

From: Shona Brown <brownskona@btinternet.com>
Sent: 09 January 2025 19:02
To: Enquiries
Subject: Re: Repair of blinds

emailed offer wed 22/1, Thu 23rd,
Fr 24th,

Thanks for clarity
Can you manage in the afternoon of 17th January to come and fix?
Regards
Shona

booked.

On 9 Jan 2025, at 14:04, Enquiries <Enquiries@grampian-blinds.co.uk> wrote:

Hi Shona

I have checked with my manager and although the blind is less than one year old it does not look like a manufacturing fault. It would appear that the blind has been pulled up incorrectly causing the child safety breakaway device to open and the cords to come out, hence the £80 charge.

Kind regards,

Andi Wallace

<image001.png>

Grampian Blinds
Unit 1B
Mugiemoss Road
Aberdeen
AB21 9US

01224 662 884
Enquiries@grampian-blinds.co.uk
www.grampian-blinds.co.uk

<image002.png>

Stay updated and follow us on social media.

<image003.png> <image004.png> <image006.png>

£80
charge

Enquiries

From: Shona Home <brownshona@btinternet.com>
Sent: 07 January 2025 17:41
To: Enquiries
Subject: Re: Repair of blinds

23791.

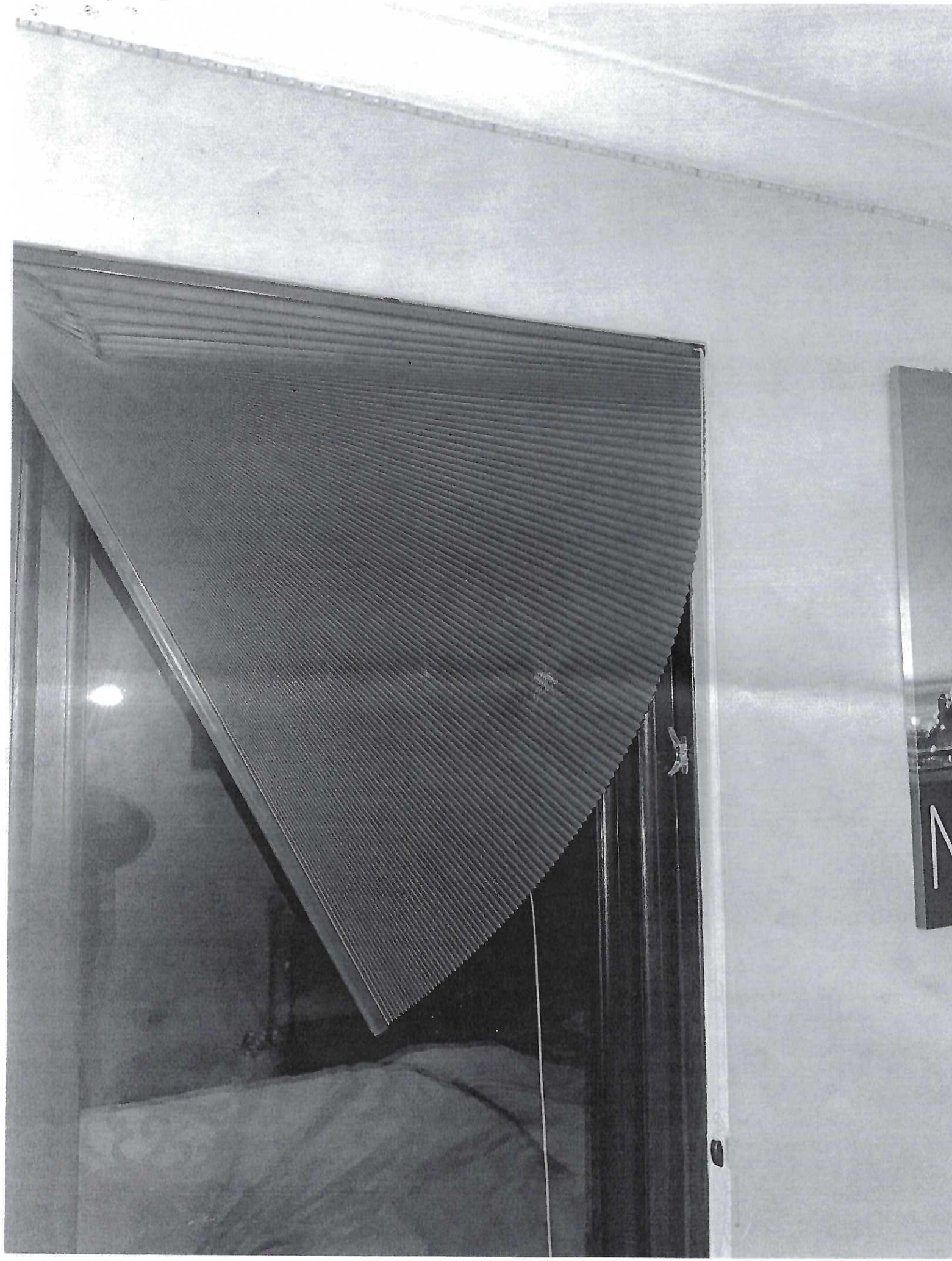
Thanks for getting back.

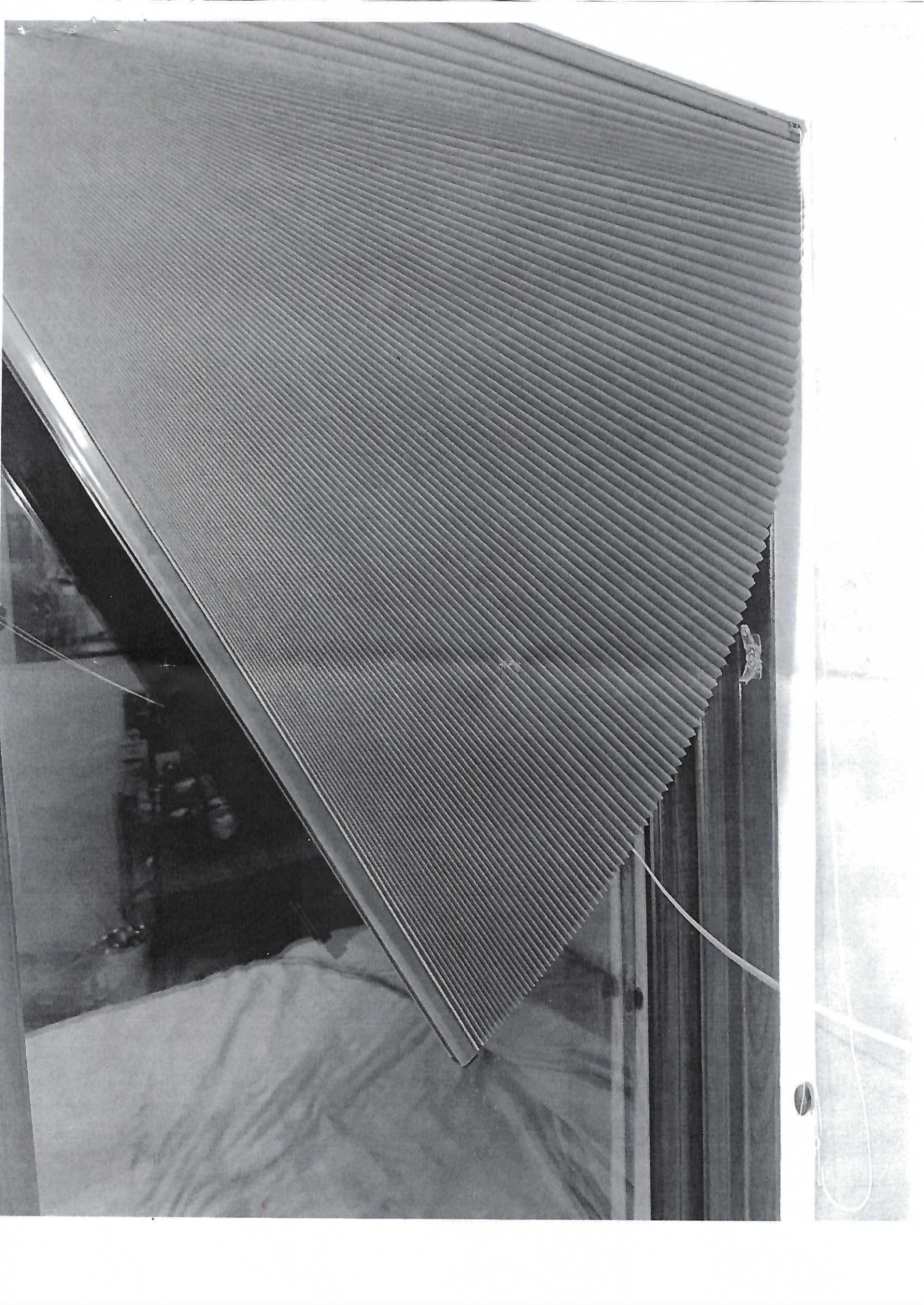
Photo 1 shows left hand side of the blind not lowering from top. Photo 2 shows the string half way down on right hand side - not sure if this is relevant to the issue or not.

Look forward to hearing from you.

Regards

Shona Brown





Enquiries

From: Lucy Campbell <LucyC@rainbow-blinds.com>
Sent: 08 January 2025 09:23
To: Enquiries
Subject: FW: Repair of blinds

Kind Regards,

Lucy Campbell

Rainbow Blinds
61 Canyon Road
Wishaw
ML2 0EG

Rainbow
 **Blinds**

From: Steven Nimmo <steven@thegcgroup.co.uk>
Sent: 08 January 2025 09:09
To: Lucy Campbell <LucyC@rainbow-blinds.com>
Subject: RE: Repair of blinds

Morning

Looks like when pulled up the child safety breakaway device has opened, cords came out.

Will Michael may be able to fix if not return to factory.

Not FOC as not blind fault its user fault

Kind regards,

Steven Nimmo
t. 07740 851162
e. steven@thegcgroup.co.uk
w. www.goldcrest-blinds.co.uk

GC Group
 Established 1952